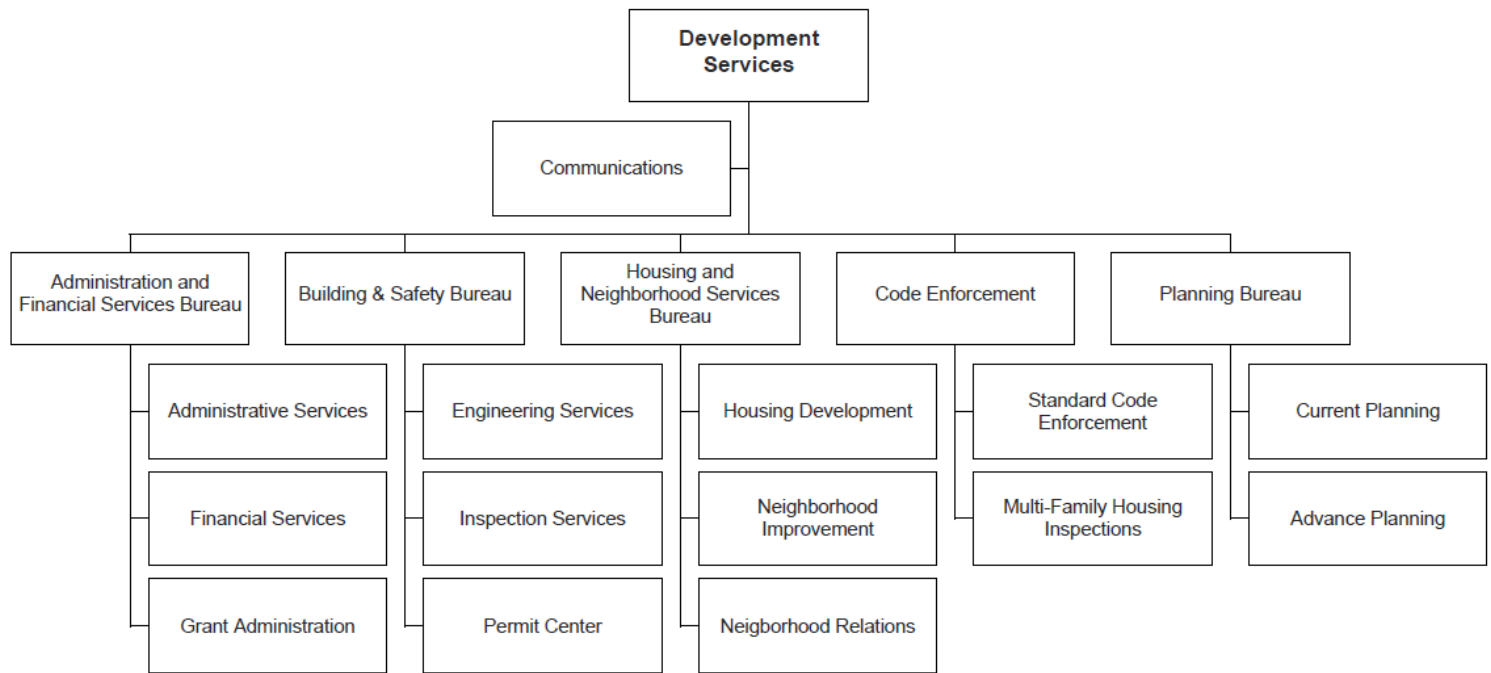


Development Services



Amy Bodek, Director

Oscar Orci, Deputy Director of Development

Lisa Fall, Administrative and Financial Services Bureau Manager

David Khorram, Building Official

Linda Tatum, Planning Bureau Manager

Department Overview

Mission:

To contribute to a safe and sustainable city that honors its past and embraces the future.

Core Services:

- Oversee the physical development and revitalization of the City
- Improve the quality of life in Long Beach through:
 - Comprehensive code enforcement
 - Provision and improvement of affordable housing
 - Neighborhood beautification and improvement, including community involvement and leadership programs
- Assist residents and businesses through the development process, while continuing to evaluate ways to streamline it
- Continue dissolution of the former Redevelopment Agency

FY 17 Focus:

In FY 17, the Department will undertake a reorganization to improve efficiency and enhance delivery of its core services by creating a new Code Enforcement Bureau and merging its affordable housing and neighborhood improvement programs into the Housing and Neighborhood Services Bureau. The Department will focus FY 17 efforts on maximizing special funding streams and implementing initiatives to create innovative ways of improving the livability and sustainability of the City. Some of the programs the Department will implement to further these activities include the following:

Technological Efficiencies – In FY 17, the Department will continue to implement technology improvements, including: field testing tablets to enhance inspections, upgrading the Oil Well billing program, digitizing plans, and expanding the scope of the electronic plan review system. Benefits of the electronic plan review system include: a convenient way for applicants to submit plans, a more efficient way to plan check by allowing simultaneous reviews, and a reduction to applicants' reproduction costs and trips to City Hall.

Code Enforcement – Staff will continue to implement the Proactive Rental Housing Inspection Program (PRHIP). To improve the habitability of the City's rental housing stock, staff will target areas identified as having the greatest need for proactive intervention. Compliance with applicable codes and regulations will be encouraged through the use of the California Franchise Tax Board's substandard housing program.

Affordable Housing Development – The Long Beach Community Investment Company (LBCIC) will continue to administer the City's affordable housing assets and programs. In FY 17, development projects will be completed, continued, and started and the Housing Services Division will release the last remaining LBCIC-owned property for development. In addition, funding for the development of affordable housing will be made available through a Notice of Funding Availability (NOFA) process.

Neighborhood Improvement – The Neighborhood Improvement Division will implement programs and services to assist residents in organizing and networking to improve and build strong and sustainable neighborhoods.

Planning – The Planning Bureau will focus on streamlining the development review process; completing the Southeast Area Specific Plan, the Land Use Element and Urban Design Element; initiating work on a Climate Action Plan; evaluating the Bureau's records retrieval needs and the process to digitize its records; and enhancing the use of Infor. Staff will also focus on creating incentives for historic preservation (e.g., the expanded Mills Act program and adaptive reuse), increasing the overall efficiency of staff reviews and improving the public's understanding of the goals and benefits of preservation through design guidelines for historic districts, updated applications, improved online resources, and enhanced public outreach.

Department Performance Measures

| Key Measure | FY 15 Actual | FY 16 Target | FY 16 Estimate | FY 17 Projection |
|---|-----------------|-----------------|-------------------|---------------------|
| Percentage of code enforcement cases with reported violations in compliance within 120 days | 89% | 91% | 85% | 85% |

Code enforcement activities eliminate blight and improve the quality of the current housing stock. Compliance within 120 days has declined following the adoption of the Proactive Rental Housing Inspection Program (PRHIP). The increased publicity related to PRHIP has led to an increased volume of calls, impacting standard Code Enforcement staff.

| Key Measure | FY 15 Actual | FY 16 Target | FY 16 Estimate | FY 17 Projection |
|--|-----------------|-----------------|-------------------|---------------------|
| Number of restricted affordable housing units monitored per federal and state requirements | 2,976 | 3,034 | 3,285 | 3,340 |

Housing Services offers financial assistance for development and preservation of affordable housing. The Bureau also offers homebuyer and homeowner assistance programs. A variety of mid- to long-term affordability covenants are recorded in conjunction with this financial assistance. Currently, the Bureau monitors covenants for 3,285 restricted units. That number is expected to grow to 3,340 in FY 17.

| Key Measure | FY 15 Actual | FY 16 Target | FY 16 Estimate | FY 17 Projection |
|--|-----------------|-----------------|-------------------|---------------------|
| Percentage of customers served within 30 minutes at the Planning counter | 88% | 98% | 94% | 98% |

The addition of a Permit Technician has made it possible to shift additional staff to the counter ensuring that adequate resources are available to provide services during peak hours. This change, coupled with filling vacancies, has increased the Planning Bureau's ability to service customers at the counter within 30 minutes from 88 percent to 94 percent in FY 16. The goal of serving customers within 30 minutes should be achieved 98 percent of the time in FY 17 as new staff becomes familiar with counter duties and service expectations. Staff will be completing preparation of several long range policy documents in FY 17, requiring substantial staff resources; however, the Bureau will monitor wait times and make adjustments as necessary to continue providing a high level of service at the Planning counter.

| Key Measure | FY 15 Actual | FY 16 Target | FY 16 Estimate | FY 17 Projection |
|---|-----------------|-----------------|-------------------|---------------------|
| Percentage of new single-Family home/addition/alteration applications reviewed by staff that receive comments in four weeks | 90% | 95% | 90% | 95% |

In FY 16, the Department maintained a 90 percent standard for the reviewing and issuing comments on single-family residential applications within four weeks. The Permit Center was expected to achieve this goal 95 percent of the time in FY 16. However, several factors limited the Permit Center's ability to meet the four-week target to 90 percent, including new staff and the introduction of new State-mandated construction codes. In FY 17, as staff becomes more seasoned and receives training on the new codes, the Department expects to improve performance and achieve its 95 percent goal.

FY 16 Accomplishments

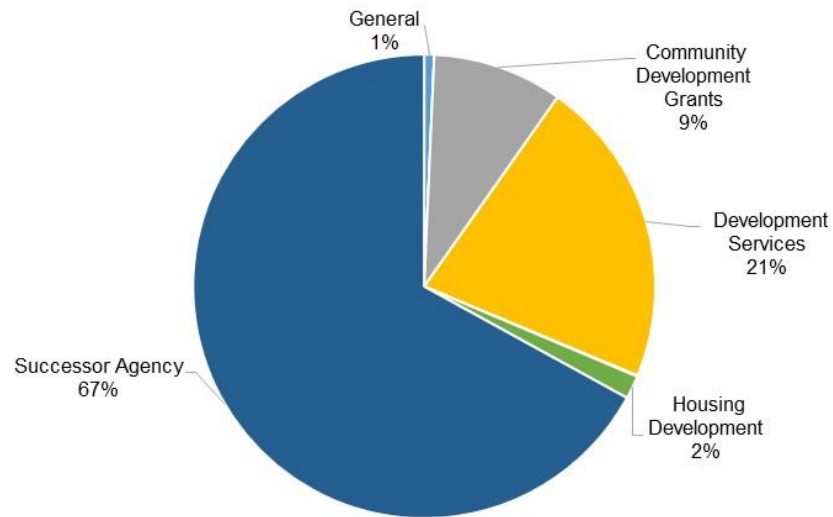
- Investigated approximately 10,000 code enforcement cases, of which 85 percent were closed within 120 days of initiation.
- Inspected 81 properties for possible illegal garage conversions to dwelling units and issued approximately 75 citations.
- Registered 1,081 residential properties in the City's Foreclosure Registry (issued a notice of default) and collected \$173,000 in registration fees.
- Partnered with residents, business owners, non-profit agencies, and neighborhood associations to hold over 170 community meetings, classes, resource fairs, events, Neighborhood Leadership training sessions, and organized nearly 107 neighborhood clean-up activities.
- Assisted 230 property and business owners in making improvements to their homes and businesses through programs such as the Home Improvement Rebate Program, Business Start-up Grants, and Commercial Improvement Rebates.
- Completed 26 mini-infrastructure projects including installing LED lighting around a historic museum home, neighborhood pet waste stations, community garden signage, neighborhood marker signage, and shade trees in a park amphitheater, as well as making business district landscape improvements, and repairing a park mural and 15 painted utility boxes.
- Planted 707 street trees and made 395 sidewalk cuts using funding from a Port of Long Beach grant and federal CDBG funds.
- Used federal CDBG funding to complete two commercial façade improvement projects to enhance major commercial corridors, including Long Beach Boulevard and Anaheim Street and Atlantic Avenue and Burnett Street.
- Convened Safe Long Beach Coordination Team and Workgroup meetings with over 80 City, county, community-based, faith-based, and resident partners to effectively coordinate violence prevention/intervention policies and programs.
- Hosted two Community Safety Fairs and four Community Watch and Information Meetings in high crime police beats to educate residents about crime prevention, homeless services, neighborhood improvement and access to City services.
- In partnership with LBUSD developed individualized "All In" truancy response plans in high-truancy schools and engaged over 50 local businesses and churches in the surrounding neighborhoods to participate in the program.
- Rescued 120 victims of human trafficking and had 19 gang members taken into custody for human trafficking/pimping through the My Sister's Keeper Grant, with funding earmarked for the Long Beach Police Department, City Prosecutor, LBUSD and five community-based organizations.
- Launched My Brother's Keeper Long Beach on April 7, 2016, focusing on increasing high school graduation rates, providing job training and employment, providing career and college readiness, and reducing violence for young men and boys of color.
- Substantially completed construction on the adaptive reuse of the Immanuel Church, located at 3125 E. Third Street, into a 25-unit apartment building for lower income seniors.

FY 16 Accomplishments

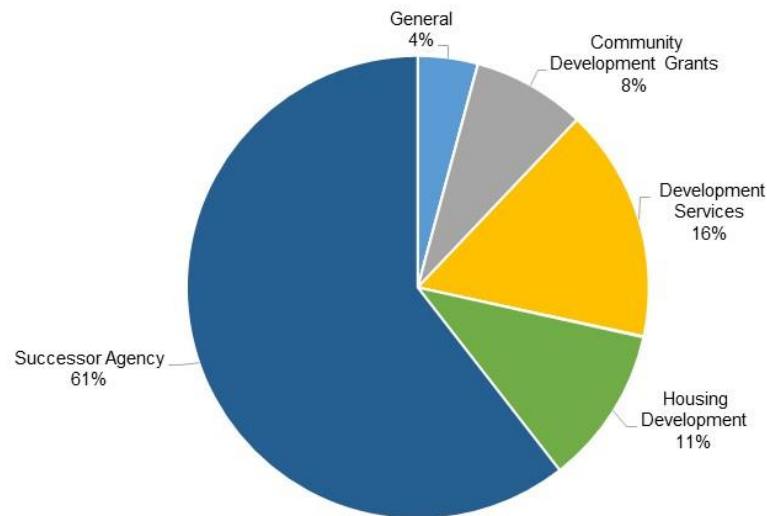
- Began construction of Anchor Place Apartments, a 120-unit affordable rental community for very low- and low-income families and individuals at the Villages at Cabrillo. The community will provide an array of on-site amenities and social services for residents.
- Approved financing for the development of The Beacon Apartments, a 160-unit mixed population development that will include a 121-unit building serving extremely low-, very low-, and low-income seniors (62+), and a 39-unit supportive housing building serving veterans who are homeless or at risk of homelessness.
- Assisted with the preservation of 541 at-risk affordable housing units in three projects: American Gold Star Manor, St. Mary Tower, and Beachwood Apartments.
- In conjunction with the Public Works Department, substantially completed construction of the new North Branch Library, a 20,000-square-foot, state-of-the-art facility that will offer areas for children, teens, and adults, as well as a community center and pedestrian plaza.
- Provided business advising and training sessions through an agreement with Long Beach City College to deliver consulting services at the Small Business Development Center.
- Completed nearly 35,000 residential and commercial inspections. Notable projects inspected include: “The Current” at 707 E. Ocean Boulevard, City Hall East at 100 Long Beach, and two major medical office buildings in Douglas Park.
- Approved discretionary applications, including design and environmental reviews, and commenced project plan review for the new Civic Center project.
- Implemented the updated Cultural Heritage Commission ordinance with a goal to landmark more than ten historic structures annually. During FY 16 two structures have been designated landmarks, the first since 2006; additional structures are pending designation,
- Recommended 15 properties for contracts under the Reinstated the City’s Mills Act Program.
- Completed and adopted the West Long Beach Livability Implementation Plan, the Metro Station Transit-Oriented Design and Downtown Pedestrian Master Plan and Terminal Island Freeway Transition Plan.
- Completed a draft of the Southeast Area Specific Plan and released the Program EIR.
- Completed a draft of the updated Land Use Element and Urban Design Element and released the Program EIR, the first comprehensive update of the Land Use Element since 1989.
- Completed Phases 1 and 2 and began Phase 3 of the Alcohol Nuisance Abatement Ordinance (ANAO) achieving “deemed approved” status for 60 businesses selling alcohol for off-site consumption and providing the community with cleaner, safer, and more aesthetic environment.
- Entered into a contract with E-PlanSoft to develop an electronic plan check system and facilitated initial implementation of the system in the Development Services, Fire, Public Works, and Gas & Oil Departments.
- Continued scanning building plans into Laserfiche, a content management software, for better retrieval and archival capabilities. Since inception in August 2014, approximately 60,000 sheets of plans have been scanned.
- Continued to develop a streamlined planning, building, fire and health plan check and inspection program, consolidating multiple permit forms into one form that includes the requirements of all departments.

FY 17 Budget

FY 17 Revenues by Fund



FY 17 Expenditures by Fund



Fund Impact

| Fund | Revenues | Expenditures | Fund Impact |
|------------------------------|--------------------|---------------------|--------------------|
| General | 784,917 | 5,122,044 | (4,337,127) |
| Business Assistance | - | 10,170 | (10,170) |
| Community Development Grants | 10,272,257 | 9,644,484 | 627,773 |
| Development Services | 24,235,741 | 19,890,967 | 4,344,773 |
| General Grants | 75,000 | 75,000 | - |
| Housing Development | 1,833,752 | 13,456,671 | (11,622,919) |
| Successor Agency | 75,610,413 | 73,907,808 | 1,702,605 |
| Total | 112,812,079 | 122,107,144 | (9,295,065) |

Summary of Adopted Changes*

| GENERAL FUND | Impact | Positions |
|--|---------------|------------------|
| Eliminate the weekend code enforcement program, which includes a Combination Building Inspector Aide II, overtime funding for supervision, and materials and supplies. | (103,528) | (1.00) |
| Combine the Housing & Community Improvement and Neighborhood Services Bureaus into one Housing & Neighborhood Services Bureau and convert a Manager of Housing Services to a Housing & Neighborhood Services Bureau Manager responsible for the new combined Bureau. | 10,945 | 0.05 |
| Reallocate funding for the Deputy Director to better align with current departmental functions. | (12,521) | (0.05) |
| Create a new Code Enforcement Bureau and add a Code Enforcement Bureau Manager to provide leadership and oversight. | 54,723 | 0.25 |
| Reallocate fleet maintenance costs of vehicles used by Proactive Rental Housing Inspection Program (PRHIP) to align with PRHIP budget. | (53,165) | - |
| One-time funding to support Language Access Policy (LAP) implementation. | 80,000 | - |

| BUSINESS ASSISTANCE FUND | Impact | Positions |
|--|---------------|------------------|
| Add an Accounting Technician in the Administrative & Financial Services Bureau to perform needed accounting tasks. | 10,170 | 0.12 |

| COMMUNITY DEVELOPMENT GRANTS FUND | Impact | Positions |
|--|---------------|------------------|
| Combine the Housing & Community Improvement and Neighborhood Services Bureaus into one Housing & Neighborhood Services Bureau and convert a Manager of Housing Services to a Housing & Neighborhood Services Bureau Manager responsible for the new combined Bureau. | 98,501 | 0.45 |
| Reallocate funding for the Deputy Director to better align with current departmental functions. | (87,644) | (0.35) |
| Create a new Code Enforcement Bureau and add a Code Enforcement Bureau Manager to provide leadership and oversight. | 43,778 | 0.20 |
| Reclassify Clerk Typist IV to a Secretary and Combination Building Inspector Aide I positions to a Combination Building Inspector in support of the new Code Enforcement Bureau. | 42,492 | - |
| Reallocate fleet maintenance costs of vehicles used by Proactive Rental Housing Inspection Program (PRHIP) to align with PRHIP budget. | (16,835) | - |
| Add an Accounting Technician in the Administrative & Financial Services Bureau to perform needed accounting tasks. | 56,784 | 0.67 |

Summary of Adopted Changes*

| DEVELOPMENT SERVICES FUND | Impact | Positions |
|---|-------------|-----------|
| Convert a position from a non-career Administrative Analyst I to an Administrative Analyst II in the Communications Division to support PRHIP, Safe Long Beach and long range Planning studies, such as the Mobility Element. | 15,389 | - |
| Implement various organizational, staffing, and materials budget changes to assist with operational and budget management, including aligning budget to current operations. | 18,780 | 0.23 |
| Reallocate funding for the Deputy Director to better align with current departmental functions. | 87,644 | 0.35 |
| Create a new Code Enforcement Bureau and add a Code Enforcement Bureau Manager to provide leadership and oversight. | 120,390 | 0.55 |
| Reallocate fleet maintenance costs of vehicles used by Proactive Rental Housing Inspection Program (PRHIP) to align with PRHIP budget. | 70,000 | - |
| Convert Combination Building Inspector Aide I positions to a Combination Building Inspector in support of the new Code Enforcement Bureau. | (36,000) | (0.50) |
| Add an Administrative Analyst II position in the Building Permit Center to provide coordination of technological systems. | 105,078 | 1.00 |
| Add an Electrical Plan Checker II in the Building Bureau to accommodate increased electrical plan review services. | 132,007 | 1.00 |
| Add a Civil Engineering Associate and a Civil Engineering Assistant to review housing plans and structural designs for compliance. | 216,451 | 2.00 |
| Add a Civil Engineer to manage the increased volume of complex development projects. | 137,658 | 1.00 |
| Add a Senior Combination Building Inspector and a Combination Building Aide for Deputy Inspections and Building Code Enforcement. | 206,770 | 2.00 |
| Add a Senior Combination Building Inspector to oversee the Construction and Demolition and Oil Well programs. | 107,833 | 1.00 |
| Add a Combination Building Inspector to address increased inspections needed for solar projects and electric vehicle charging stations. | 98,937 | 1.00 |
| Add an Administrative Analyst II to manage the Construction & Demolition program. | 105,078 | 1.00 |
| Add a Combination Building Inspector Aide II, Planner III, and Planning Aide to support the State's Model Water Efficient Landscape Ordinance (MWELO). | 264,765 | 3.00 |
| Add funding for the services of a Deputy Fire Marshall at the Development Services Permit Center. | 150,972 | - |
| Add Two 0.77 FTE Non-Career Clerk Typists in Planning Bureau to assist with record scanning. | 60,199 | 1.54 |
| Increase budget for implementation of an Electronic Plan Check system and ongoing Land Management revenue system. | 256,000 | - |
| Increase budgeted Development Services fee revenue to align with historical actuals and offset requested budget increases. | (1,526,655) | - |

Summary of Adopted Changes*

| DEVELOPMENT SERVICES FUND (CONTINUED) | Impact | Positions |
|--|---------------|------------------|
| Increase budgeted revenue for permit fee revenue anticipated as a result of the upcoming Civic Center project. | (4,000,000) | - |
| One-time funding of \$700,000 to add sustainability components to currently planned initiatives, such as preparation of a Climate Action Plan, offset by Construction and Demolition (C&D) Forfeiture funds. | - | - |
| One-time funding for a benchmarking study on the development process. | 200,000 | - |

| HOUSING DEVELOPMENT FUND | Impact | Positions |
|--|---------------|------------------|
| Combine the Housing & Community Improvement and Neighborhood Services Bureaus into one Housing & Neighborhood Services Bureau and convert a Manager of Housing Services to a Housing & Neighborhood Services Bureau Manager responsible for the new combined Bureau. | (138,545) | (0.75) |
| Reallocate funding for the Deputy Director to better align with current departmental functions. | 12,521 | 0.05 |
| Add an Accounting Technician in the Administrative & Financial Services Bureau to perform needed accounting tasks. | 7,628 | 0.09 |
| Increase Housing Development Fund budget to expend revenue earned in FY 16. | 6,712,053 | - |

| SUCCESSOR AGENCY FUND | Impact | Positions |
|--|---------------|------------------|
| Combine the Housing & Community Improvement and Neighborhood Services Bureaus into one Housing & Neighborhood Services Bureau and convert a Manager of Housing Services to a Housing & Neighborhood Services Bureau Manager responsible for the new combined Bureau. | 54,723 | 0.25 |
| Reallocate funding for a Development Project Manager III and Clerk Typist III to better align with current departmental functions. | (12,780) | (0.23) |
| Add an Accounting Technician in the Administrative & Financial Services Bureau to perform needed accounting tasks. | 10,170 | 0.12 |

*For ease of review, reallocation of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).

Administrative and Financial Services Bureau

Key Services:

1. Administration

- Benefit Administration
- Payroll
- Safety Training and Compliance
- Enforcement of Policies & Procedures
- Development and Interpretation of Policies and Procedures
- Workers Comp Administration
- Leave of Absence Administration
- PRAs and Subpoenas
- Facilities Management

2. Financial Services

- Budget Preparation, Monitoring & Adjustment
- Procurement
- Payment Processing
- Risk Management
- Financial Analysis and Reporting

- TSR Processing
- Accounting (JVs, GLs, Year-End)
- Revenue and Collection

3. Grants Administration

- Grant Application Preparation
- Prepare HUD Action Plan
- Ensure Proper Use of Grant Funds
- Manage MOU Partnerships
- Contract Administration
- Grant Reimbursement Processing
- Process and Track Special Use Funds
- Quarterly and Annual Reporting

4. Executive Office

- Department Administration
- Interdepartmental Communications
- Communications - Public Relations
- City Council, Boards & Commissions Administration

FY 17 Funding Sources: Development Services Fund 56%, General Fund 44%

| Administrative and Financial Services | Actuals FY 15 | Adjusted** FY 16 | Adopted* FY 17 |
|--|--------------------------|-----------------------------|---------------------------|
| Revenues | 720,740 | 516,365 | 470,000 |
| Expenditures | 1,300,669 | 1,445,982 | 1,628,507 |
| FTEs | 17.70 | 17.70 | 17.70 |

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Narrative:

The Administrative and Financial Services Bureau provides executive leadership, communications, grant administration, and administrative support to the Department of Development Services' five bureaus, eight funds, 228 employees, and eight boards and commissions. The Bureau provides extensive financial processing, reporting, troubleshooting, and forecasting support within the Department. It also plays a key role in the Department's strategic planning and research efforts, explores new methods to maximize efficiency and reduce cost, and provides the Department with key human resources, payroll, safety and risk management guidance and support.

In FY 16, the Bureau's Executive Office coordinated the activities of the Department's boards and commissions and managed the delivery of the Department's services. The Executive Office also ensured that the Department's activities were communicated in a coordinated and effective manner to all stakeholders through a variety of outlets, including social media. The Bureau's Financial Services Division performed financial analyses to assess the Department's financial condition and ensure its continued health. The Administrative Services Division implemented new initiatives stemming from changes in federal regulations and the resetting of City policies. The Grant Administration Division managed the Department's state and federal grants, and commenced the preparation of new U.S. Housing and Urban Development Department (HUD) documents – the Assessment of Fair Housing

Administrative and Financial Services Bureau

(AFH) and the next Consolidated Plan (FY 18 – FY 22) – prerequisites for continued receipt of HUD funds.

In FY 17, the Bureau will focus on developing systems to improve current processes and to ensure the cost-efficient and effective use of available resources throughout the entire Department. To that end, the FY 17 Budget includes an enhancement for a new Accounting Technician to manage a comprehensive loan database and an upgrade for an Administrative Analyst dedicated to strengthening communications. The Bureau will continue to be a key component of the Department by providing administrative, fiscal, grant administration and executive support and an important communications framework to its bureaus.

Building and Safety Bureau

Key Services:

1. Plan Check

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Preliminary Plan Check
- Plan Check - Building, Fire, Electrical, Plumbing, Health, Mechanical
- Permit Application Assistance
- Service Appointments

2. Inspection

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Schedule Inspections
- Construction Inspections
- Respond to Unpermitted Work
- Issue Deputy Inspector Licenses
- Deputy Inspection Report Review
- Structural Observation Report Review
- Issue Temporary Certificates of Occupancy
- Issue Certificates of Occupancy
- Manage Administrative Citation Program

3. Permit Center

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Intake Inspection Requests
- Intake/Process Plans
- Issue Permits
- Collect Fee Revenue/Cashiering
- Provide Permit Application Assistance
- Set up Appointments for Services
- Manage Central Files
- Receive and Respond to Customer Inquiries
- Process Final Documents and Record Retention

4. Administration

- Customer/Project Facilitation
- Coordinate Board of Examiners, Appeals and Condemnation
- Administer Construction and Demolition Program
- Review Code Modification and Alternate Material Requests
- Employ Technology for Service Delivery

FY 17 Funding Source: Development Services Fund 100%

| Building and Safety | Actuals FY 15 | Adjusted** FY 16 | Adopted* FY 17 |
|----------------------------|--------------------------|-----------------------------|---------------------------|
| Revenues | 13,774,909 | 12,327,409 | 16,767,409 |
| Expenditures | 8,876,990 | 12,734,648 | 10,898,769 |
| FTEs | 56.20 | 57.20 | 69.94 |

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Narrative:

In FY 16, commercial and manufacturing development continued to increase with ongoing renovations at the Port of Long Beach and continued development at Douglas Park. The residential market continued to improve with new multi-family residential projects proposed in the Downtown area. The Building and Safety Bureau anticipates that activity will also continue to increase in FY 17 as a result of new State mandates related to solar permitting and the Model Water Efficiency Landscape Ordinance (MWELO) as well as the new Civic Center Project. In FY 17, the Bureau will also review several major mixed-use projects, including those proposed at 207 Seaside Way, 442 Ocean Boulevard, and 247 East Broadway. To accommodate this increased volume of projects and reduce plan review backlogs, changes requested in FY 17 include a new Electrical Plan Checker and three new civil engineering positions.

Building and Safety Bureau

The Inspections Division has four specialized programs: 1) the Deputy Inspection Program; 2) the Unpermitted Active Construction Program; 3) the Construction and Demolition Program; and 4) the Oil Well Inspection Program that require additional staff to improve the effectiveness of these programs. Additional staffing, including an Administrative Analyst and three additional inspectors, has been requested in FY 17 to ensure the programs are implemented in a robust and comprehensive manner.

In order to better serve its customers, the Permit Center continues to implement a staffing model that uses Permit Technicians to assist customers through the development process. Permit Technicians are certified by the International Code Council as possessing an industry standard of technical expertise and professional accomplishment. This ensured level of expertise provides the Permit Center's customers with quick and assured answers regarding their developmental needs. To further improve customer response times, the Permit Center added a Permit Center Supervisor in FY 16 to provide focused supervision at the Permit Center. In FY 17, an Administrative Analyst will be added to coordinate the use of technology with daily operations at the Permit Center.

The Building and Safety Bureau will continue to implement process improvements during FY 17 by applying information technology in several key areas. Electronic plan submittal will provide the ability to accept building plans electronically and to use software to track, review, and mark-up those plans for code compliance. This will reduce processing times by allowing parallel plan review, improve accuracy of data contained on the plans, enhance field inspections by having plans available via electronic devices, and assist first responders when they respond to structural disasters. The Bureau will also digitize archived building records, which will allow records to be accessed electronically saving time, reproduction costs, and storage space.

Code Enforcement Bureau

Key Services:

1. Code Enforcement

- Respond to Referrals to Ensure LBMC Compliance
- Collaborate with Fire, Police, Business License, City Attorney, City Prosecutor
- Issue Citations
- Employ Technology for Service Delivery
- Collect and Process Revenue
- Administer Board of Examiners, Appeals and Condemnation
- Implement Programs Targeted to Specific Problems
- Implement Proactive Rental Housing Inspection Program (PRHIP)
- Nuisance Abatement Referral Intake and Status Reporting
- Referral Investigations
- Resolution, Identification and Implementation of Corrections
- Collaboration with Police, Code Enforcement, Prosecutor and City Attorney
- Progress Monitoring

FY 17 Funding Sources: General Fund 54%, Development Services Fund 28%, Community Development Grants Fund 17%

| Code Enforcement | Actuals FY 15 | Adjusted** FY 16 | Adopted* FY 17 |
|------------------|------------------|---------------------|-------------------|
| Revenues | - | - | 2,534,277 |
| Expenditures | - | - | 6,693,866 |
| FTEs | - | - | 49.60 |

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Narrative:

In FY 17, the Code Enforcement Division, previously in the Neighborhood Services Bureau, will be reconfigured into the Code Enforcement Bureau. The Bureau will consist of two divisions: Standard Code Enforcement and the Multi-Family Housing Inspections, which will implement the Proactive Rental Housing Inspection Program (PRHIP) at 4+ unit properties.

Changes to Code Enforcement in FY 17 include the addition of a Bureau Manager and conversion of 1.5 Combination Building Inspector Aide positions to a single Combination Building Inspector (CBI). The CBI, assigned to the Standard Code Enforcement Division, will investigate and address complaints in specific locations and corridors with an emphasis on enhancing neighborhood appearance and reducing blight. Changes also include elimination of the Weekend Code Enforcement Program, which was first added in FY 15 to address non-permitted construction occurring on weekends. In the first year of implementation, the Weekend Code Enforcement Program received 60 complaints, 33 of which were deemed valid.

Code Enforcement will continue to provide rental housing inspections through PRHIP and utilize a team approach to arrest blight on private property along the City's business corridors and in residential neighborhoods. Area team meetings will be held on a monthly basis to coordinate the enforcement activity of Code Enforcement personnel, Police, Fire, Neighborhood Improvement Coordinators, Prosecutor, City Attorney, Business License, Community Safety and Nuisance Abatement.

Housing and Neighborhood Services Bureau

Key Services:

1. Community Improvement (Redevelopment Dissolution)

- Complete Development Projects
- Prepare ROPS
- Manage Properties
- Support Successor Agency and Oversight Board
- Public Information and Education

2. Housing Operations

- Housing Site Disposition
- Developer Assistance/Development Loans
- Affordable Housing Preservation
- Single and Multi-Family Rehab Loans
- Homebuyer Second Mortgage Assistance Loans
- Loan and Covenant Monitoring
- Property Management
- Long Beach Community Investment Company (LBCIC) Administration and Board Support
- Public Information and Education

3. Neighborhood Improvement

- Neighborhood Partners Grant Program
- Tree Planting
- Neighborhood Cleanups

- Residential Exterior Rehab
- Commercial Façade Rehab
- Neighborhood Resource Center
- Neighborhood Business Startup Grants
- Neighborhood Leadership Program
- Community Workshops and Trainings

4. Neighborhood Relations

- Implement Safe Long Beach Violence Prevention Plan
- Administer Human Relations Commission
- Manage CALGRIP (Gang Reduction, Intervention and Prevention) Program
- Develop My Brother's Keeper Long Beach Resolution and Local Action Plan
- Administer the US DOJ Anti-Gang Strategy Grant
- Implement the Language Access Policy

5. Administration

- Fund Management
- Contract Management and Payments
- Annual City Audits and Reporting
- Grant Reporting
- Legislative Monitoring and Conformance
- Annual Property Tax Exemptions

FY 17 Funding Sources: Successor Agency Fund 76%, Housing Development Fund 14%, Community Development Grants Fund 9%, Others 1%

| Housing & Neighborhood Services | Actuals FY 15 | Adjusted** FY 16 | Adopted* FY 17 |
|---------------------------------|------------------|---------------------|-------------------|
| Revenues | 255,992,450 | 103,091,044 | 87,716,422 |
| Expenditures | 294,976,368 | 101,224,878 | 96,763,170 |
| FTEs | 97.80 | 97.56 | 48.03 |

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Narrative:

In FY 17, the Housing & Community Improvement and Neighborhood Services Bureaus will be consolidated to form the Housing and Neighborhood Services Bureau, which will collaborate with other City Departments, residents, property owners, businesses, developers, and non-profit organizations to deliver services that help preserve, develop or improve affordable housing; assist homeowners; improve businesses and commercial corridors; eliminate blight in qualified low-income areas; improve and promote safe neighborhoods; and encourage community participation and unity.

Neighborhood Services Bureau

The California Redevelopment Dissolution Act eliminated redevelopment agencies across the state, effective February 1, 2012. The dissolution resulted in the permanent loss of future tax increment funding to carry out the former Redevelopment Agency's (Agency) blight removal programs. The dissolution of the Agency is ongoing, and the completion of its obligations will continue until 2040. The production and preservation of housing affordable for low- to moderate-income families was also impacted by the loss of tax increment funding. Follow-up legislation contained in AB 1484 provides for the repayment of certain Agency debt to the Housing Fund. As of July 2016, all of the Agency debt, totaling \$24.7 million, has been repaid to the Housing Fund. In addition, the State Department of Finance has approved the repayment of a share of the Agency's debt to the City. Twenty percent of that repayment must be deposited into the Housing Fund. The first deposit will be available in FY 17 to help develop additional affordable housing units.

The City Council created the Long Beach Community Investment Company (LBCIC) to administer the City's affordable housing assets and programs. Of the Bureau's FY 17 budget, \$11.4 million has been budgeted for LBCIC activities. In FY 17, the LBCIC will continue with the sale and development of LBCIC-owned properties: beginning construction on The Beacon Apartments and releasing additional funding for the development of affordable housing. In addition to the implementation of a new Mobile Home Repair Grant Program, State and federally funded programs aimed at improving the existing housing stock – Single- and Multi-Family Housing Rehabilitation, and Second Mortgage Assistance Programs – continue to be implemented.

Federal HOME Funds will be used to complete construction on the adaptive reuse of the Immanuel Church into a 25-unit senior affordable housing project; continue construction of Anchor Place, a new 120-unit affordable apartment community at the Villages at Cabrillo; to acquire, preserve, and rehabilitate Beachwood Apartments; and, to improve the existing housing stock through the Multi-Family Rehabilitation Loan Program.

Neighborhood Improvement programs encourage community involvement through programs such as the Neighborhood Leadership Program, the Home Improvement Rebate Program, the Commercial Improvement Rebate Program, and the Neighborhood Clean-Up Assistance Program. The programs provide education and empower residents with training to create and maintain healthy, clean, safe and stable neighborhoods. Resident participation and support is vital to sustain neighborhood improvement.

The Neighborhood Relations Division oversees grant programs related to the Violence Prevention Program (Safe Long Beach) and the Language Access Policy (LAP). Safe Long Beach is a comprehensive strategic action plan to prevent violence in families, schools, and communities. By forging relationships across disciplines, professions, and neighborhood boundaries, Safe Long Beach provides innovation, cutting edge discussion, and collaboration among governmental and nongovernmental partners to sustain conditions of long-term safety. In addition to these duties, this Division is responsible for coordinating and ensuring implementation of activities identified in LAP. In FY 17, the budget includes funding to implement LAP including document translation, interpretation at public meetings, annual staff training on translation techniques and ethics, and notices of availability of LAP services. The Division also developed the My Brother's Keeper Local Action Plan and will work with the MBK Advisory Council to implement it.

The Bureau's FY 17 programs will be funded primarily through property tax funds (formerly tax increment), carryover funds from prior years, Housing Fund loan repayments, as well as federal CDBG, HOME, and state CalHome Grant funds. The County Auditor-Controller will bi-annually allocate property tax revenues to the City based on funds required to complete projects in progress at the time of the dissolution, until all projects have been completed; carryover balances will continue to fund projects and programs for which they were earmarked. Successor Agency loan repayments to the Housing Fund will be placed in the Housing Trust Fund. In FY 17, the Bureau will seek other community development funding sources in order to continue services aimed toward maintaining neighborhood housing and infrastructure and preserving quality of life.

Planning Bureau

Key Services:

1. Long Range Policy Planning

- General Plan Development
- Area Plan Development
- Zoning Code Updates
- Compliance with State Mandates

2. Discretionary Project Review (Entitlements)

- Planning Commission
- Cultural Heritage Commission
- Site Plan Review Committee
- Zoning Administrator
- CEQA Compliance
- Staff Level

3. Plan Check Review and Permitting

- Staff Permit Counter
- Review Plans
- Issue Permits

4. Communication and Process Administration

- Establish/Maintain Internal Processes
- Support Policy/Decision-makers
- Respond to Citizen Inquiries
- Report Project Status/Accomplishments
- Maintain Website
- Staff Zoning Phone Information Line

FY 17 Funding Source: Development Services Fund 99%, General Grants Fund 1%, General Fund <1%

| Planning | Actuals FY 15 | Adjusted** FY 16 | Adopted* FY 17 |
|--------------|------------------|---------------------|-------------------|
| Revenues | 5,604,412 | 3,929,267 | 5,323,972 |
| Expenditures | 5,743,646 | 5,326,094 | 6,122,831 |
| FTEs | 21.89 | 21.89 | 24.12 |

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Narrative:

During FY 16, the Planning Bureau experienced an increased demand for services. Staff reviewed over 1,400 business licenses for compliance with zoning and operational requirements; served over 12,000 people at the Planning counter, answering land use and zoning questions and reviewing construction plans for zoning compliance. In addition, Planning staff processed over 150 discretionary applications, including Riverwalk, a 131 single-family residence; 101 Alamitos Avenue, which will have 136 residential units; and 200 W. Ocean Boulevard, an adaptive reuse of an office building to 94 residential units.

During FY 17, the Bureau's focus will be to complete key long-range policy documents – the Southeast Area Specific Plan and the Land Use and Urban Design Elements – and to prepare the state-mandated Climate Action Plan, which establishes the City's goals for reducing greenhouse gas emissions from community and municipal sources. In terms of plan review, the Planning Bureau will be able to focus on streamlining the review process and establishing greater consistency in completing project reviews and approvals in a reduced time frame and with greater coordination among the reviewing departments given its additional staffing. In the area of Plan Check Review and Permitting, the Bureau anticipates enhanced customer service with the implementation of electronic plan check which will result in reduced wait times for plan check comments. In the area of communication and process administration, the Bureau will reestablish annual project monitoring and compliance to assure that conditions of approval for development projects receiving discretionary approvals are implemented and the property and project sites are properly maintained on an ongoing basis. The Bureau also plans to establish a process to scan project records, which includes the addition of 1.54 new FTE so that they are accessible in a digital format, which is vital as the Bureau prepares to move to the new City Hall where limited file space and records storage will necessitate the use of digital records to the greatest extent practical.

Financial Summary by Category

| | Actual FY 15 | Adopted* FY 16 | Adjusted** FY 16 | Adopted* FY 17 |
|---|--------------------|--------------------|---------------------|--------------------|
| Revenues: | | | | |
| Property Taxes | 23,393,378 | 44,228,805 | 44,228,805 | 44,228,805 |
| Other Taxes | 15,412 | - | - | - |
| Franchise Fees | - | - | - | - |
| Licenses and Permits | 19,525,016 | 17,151,606 | 17,151,606 | 18,678,261 |
| Fines and Forfeitures | 68,227 | 102,000 | 102,000 | 87,321 |
| Use of Money & Property | 3,942,696 | 1,399,271 | 1,403,246 | 1,399,271 |
| Revenue from Other Agencies | 11,387,490 | 8,749,672 | 9,073,083 | 8,677,695 |
| Charges for Services | 1,915,286 | 884,594 | 1,091,594 | 5,409,633 |
| Other Revenues | 9,578,044 | 3,011,636 | 3,725,627 | 2,506,159 |
| Interfund Services - Charges | 313,562 | 363,669 | 363,669 | 363,669 |
| Intrafund Services - General Fund Charges | 55,309 | 63,711 | 63,711 | 63,711 |
| Harbor & Water P/R Rev Trsfs | - | - | - | - |
| Other Financing Sources | 163,112,489 | - | - | - |
| Operating Transfers | 42,785,600 | 41,168,041 | 42,660,744 | 31,397,555 |
| Total Revenues | 276,092,509 | 117,123,005 | 119,864,084 | 112,812,079 |
| Expenditures: | | | | |
| Salaries, Wages and Benefits | 19,060,757 | 21,000,075 | 21,000,075 | 21,409,505 |
| Overtime | 272,757 | 24,863 | 24,863 | 6,930 |
| Materials, Supplies and Services | 22,137,708 | 15,980,827 | 14,071,577 | 22,546,230 |
| Internal Support | 3,631,886 | 5,553,692 | 5,556,833 | 6,053,076 |
| Capital Purchases | 1,963 | 15,000 | 16,963 | 126,000 |
| Debt Service | 213,817,737 | 30,162,040 | 30,162,040 | 28,796,570 |
| Transfers to Other Funds | 51,974,866 | 42,382,040 | 49,899,251 | 43,168,832 |
| Total Expenditures | 310,897,673 | 115,118,537 | 120,731,602 | 122,107,144 |
| Personnel (Full-time Equivalents) | 193.59 | 194.35 | 194.35 | 209.39 |

* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Personnel Summary

| Classification | FY 15 Adopt FTE | FY 16 Adopt FTE | FY 17 Adopt FTE | FY 16 Adopted Budget | FY 17 Adopted Budget |
|---|-----------------------|-----------------------|-----------------------|----------------------------|----------------------------|
| Director of Development Services | 1.00 | 1.00 | 1.00 | 218,474 | 218,474 |
| Accounting Clerk III | 2.00 | 2.00 | 2.00 | 101,953 | 92,454 |
| Accounting Technician | - | - | 1.00 | - | 53,524 |
| Administrative Analyst I | 1.00 | - | 4.00 | - | 300,230 |
| Administrative Analyst II | 2.00 | 2.00 | 7.00 | 154,099 | 527,977 |
| Administrative Analyst III | 5.00 | 5.00 | 6.00 | 435,180 | 506,893 |
| Administrative Analyst I-NC | 2.00 | 2.00 | 1.00 | 119,688 | 59,844 |
| Administrative Intern-NC/H36 | 3.70 | 3.70 | 3.70 | 133,640 | 133,295 |
| Administrative Intern-NC/H38 | 0.38 | 0.38 | 0.38 | 15,360 | 15,360 |
| Administrative Intern-NC/H45 | - | 0.77 | 0.77 | 39,188 | 39,190 |
| Administrative Officer-Development Services | 1.00 | 1.00 | 1.00 | 108,311 | 108,311 |
| Advance Planning Officer | 2.00 | 1.00 | 1.00 | 126,684 | 130,554 |
| Assistant Administrative Analyst II | 3.00 | 3.00 | 3.00 | 184,312 | 194,836 |
| Communications Officer | 1.00 | 1.00 | - | 80,372 | - |
| Building Inspections Officer | - | 1.00 | - | 129,447 | - |
| Civil Engineering Associate | 1.00 | 1.00 | 2.00 | 78,361 | 165,995 |
| Civil Engineering Assistant | - | - | 1.00 | - | 64,070 |
| Civil Engineer | 2.00 | 1.00 | 2.00 | 114,274 | 195,135 |
| Clerk Typist II | 5.00 | 5.00 | 5.00 | 218,533 | 206,483 |
| Clerk Typist III | 12.00 | 11.00 | 11.00 | 522,594 | 507,980 |
| Clerk Typist II - NC | - | - | 1.54 | - | 56,246 |
| Clerk Typist IV | 1.00 | 1.00 | - | 44,737 | - |
| Code Enforcement Officer | 1.00 | 1.00 | 1.00 | 121,263 | 114,447 |
| Combination Building Inspector Aide II | 13.00 | 13.00 | 13.00 | 704,755 | 681,227 |
| Combination Building Inspector Aide I | 1.50 | 1.50 | - | 76,892 | - |
| Combination Building Inspector | 22.00 | 22.00 | 25.00 | 1,718,418 | 1,918,884 |
| Community Development Analyst I | 4.00 | 4.00 | - | 291,160 | - |
| Community Development Analyst II | 2.00 | 2.00 | - | 169,454 | - |
| Community Development Analyst III | 1.00 | 1.00 | - | 83,072 | - |
| Community Information Officer | - | - | 1.00 | - | 80,372 |
| Community Worker-NC | 5.00 | 5.00 | 5.00 | 178,325 | 178,333 |
| Community Program Specialist III | - | 1.00 | 1.00 | 65,075 | 66,119 |
| Community Program Specialist IV | - | - | 1.00 | - | 71,919 |
| Community Program Specialist V | 1.00 | 1.00 | 1.00 | 81,216 | 85,359 |
| Community Program Technician II | - | 1.00 | 1.00 | 49,564 | 52,438 |
| Current Planning Officer | - | 1.00 | 1.00 | 124,285 | 130,498 |
| Customer Service Representative II | 1.00 | 1.00 | 1.00 | 42,968 | 45,417 |
| Customer Service Representative III | 2.00 | 2.00 | 2.00 | 96,216 | 96,229 |
| Deputy Director-Development Services | 1.00 | 1.00 | 1.00 | 180,161 | 180,161 |
| Development Project Manager I | 1.00 | 1.00 | 1.00 | 76,193 | 76,193 |
| Development Project Manager II | 4.00 | 4.00 | 4.00 | 379,999 | 379,999 |
| Development Project Manager III | 3.01 | 3.00 | 3.00 | 311,185 | 292,166 |
| Environmental Health Specialist III | 2.00 | 2.00 | 2.00 | 155,270 | 156,523 |

Personnel Summary

| Classification | FY 15 Adopt FTE | FY 16 Adopt FTE | FY 17 Adopt FTE | FY 16 Adopted Budget | FY 17 Adopted Budget |
|---|-----------------------|-----------------------|-----------------------|----------------------------|----------------------------|
| Environmental Health Specialist IV | 1.00 | 1.00 | 1.00 | 82,063 | 82,063 |
| Executive Assistant | 1.00 | 1.00 | 1.00 | 65,457 | 65,457 |
| Financial Services Officer | 1.00 | 1.00 | 1.00 | 103,939 | 103,939 |
| General Superintendent-Development Services | 1.00 | 1.00 | 1.00 | 148,795 | 148,795 |
| Housing Development Officer | 1.00 | 1.00 | 1.00 | 126,309 | 130,053 |
| Housing Rehabilitation Counselor | 2.00 | 2.00 | 1.00 | 132,764 | 60,710 |
| Inspection Services Officer | 1.00 | - | 1.00 | - | 129,447 |
| Members - Boards and Commissioners | - | - | - | 43,600 | 43,600 |
| Manager-Administrative & Financial Services | 1.00 | 1.00 | 1.00 | 131,655 | 131,655 |
| Manager-Code Enforcement | - | - | 1.00 | - | 155,250 |
| Manager-Housing & Neighborhood Services | - | - | 1.00 | - | 155,250 |
| Manager-Housing Services | 1.00 | 1.00 | - | 135,000 | - |
| Manager-Planning Bureau | 1.00 | 1.00 | 1.00 | 148,800 | 152,063 |
| Neighborhood Improvement Officer | 1.00 | 1.00 | 1.00 | 111,445 | 111,445 |
| Neighborhood Resources Officer | 1.00 | 1.00 | 1.00 | 116,642 | 116,642 |
| Neighborhood Services Specialist I | 1.00 | 1.00 | 1.00 | 52,438 | 52,438 |
| Neighborhood Services Specialist III | 6.00 | 6.00 | 6.00 | 361,922 | 363,609 |
| Payroll/Personnel Assistant II | 1.00 | 1.00 | 1.00 | 48,573 | 48,573 |
| Permit Center Supervisor | - | - | 1.00 | - | 64,210 |
| Permit Counter Supervisor | - | 1.00 | - | 78,465 | - |
| Permit Technician I | 5.00 | 5.00 | 5.00 | 283,624 | 249,769 |
| Permit Technician II | 6.00 | 6.00 | 6.00 | 385,186 | 353,946 |
| Plan Checker-Electrical II | 1.00 | 1.00 | 2.00 | 110,808 | 199,932 |
| Plan Checker-Fire I | 3.00 | 3.00 | 3.00 | 299,707 | 301,982 |
| Plan Checker-Fire II | 1.00 | 1.00 | 1.00 | 91,230 | 111,330 |
| Plan Checker-Mechanical II | 1.00 | 1.00 | 1.00 | 111,330 | 91,230 |
| Plan Checker-Plumbing II | 1.00 | 1.00 | 1.00 | 105,952 | 110,808 |
| Planner II | 2.00 | 2.00 | 2.00 | 164,095 | 149,124 |
| Planner III | 4.00 | 4.00 | 5.00 | 357,420 | 435,025 |
| Planner IV | 5.00 | 5.00 | 5.00 | 473,933 | 504,555 |
| Planner V | 5.00 | 5.00 | 5.00 | 513,644 | 522,006 |
| Planning Aide | - | - | 1.00 | - | 46,157 |
| Principal Building Inspector | 8.00 | 8.00 | 8.00 | 810,741 | 810,741 |
| Redevelopment Project Officer | 1.00 | - | - | - | - |
| Secretary | 3.00 | 3.00 | 4.00 | 148,235 | 205,048 |

Personnel Summary

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